EDUCATIONAL MATERIAL

Table of Contents

1.   Login Amfare Pos

Step 1. Open the url, to your browser
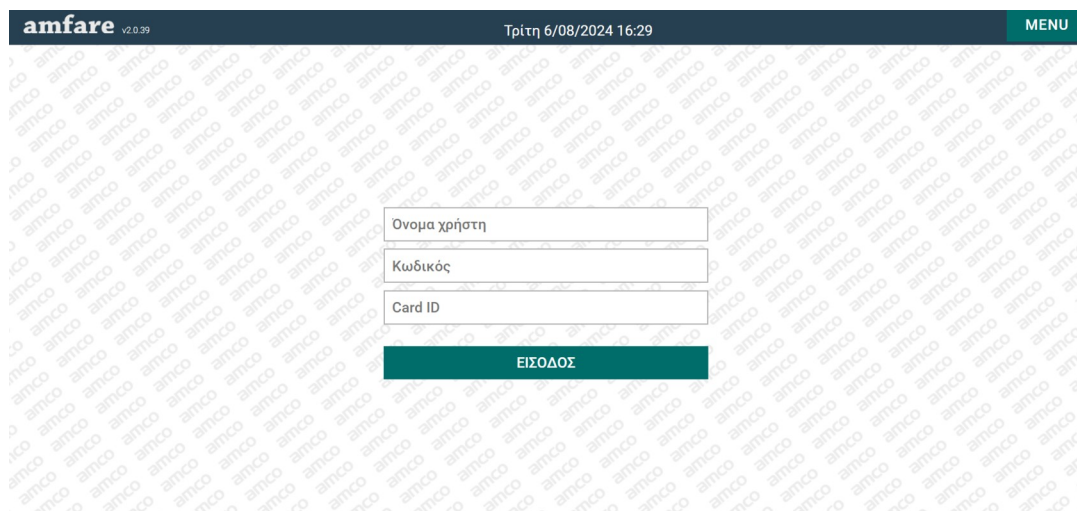
Step 2. Fill the "εισάγετε POS ID" with AMCOPOS end press "ΚΑΤΑΧΩΡΗΣΗ"

Step 3. Press "ΕΙΣΟΔΟΣ"

Step 4. Type your credentials and press "ΕΙΣΟΔΟΣ". Leave Card ID empty.

1.1. Add AFM (ΑΦΜ) to costumer

Step 1. Press "ΕΥΡΕΣΗ ΠΕΛΆΤΗ"

Step 2. Find your costumer and press the button.

Step 3. Enter ΑΦΜ and press "ΑΠΟΘΗΚΕΥΣΗ

1.2. Print card for costumer

1.2.1. Prerequires

- Costumer must have picture and AFM (ΑΦΜ)
- Printer

1.2.2. Steps

Step 1. Press "ΕΥΡΕΣΗ ΠΕΛΆΤΗ"

Step 2. Find your costumer and press the [i] button.

Step 3. Press "ΕΚΔΟΣΗ ΝΕΑΣ ΚΑΡΤΑΣ"

Step 4. Press "ΕΚΤΥΠΩΣΗ" ,Allow the system to complete the printing of the customer card.

ΑΓΟΡΑ ΚΑΡΤΑΣ

❶ Εκτύπωση Κάρτας

Πατήστε το κουμπί "Εκτύπωση" για να τυπωθούν τα στοιχεία στην κάρτα

ΕΚΤΥΠΩΣΗ

❷ Ανάγνωση κάρτας

❸ Ενεργοποίηση κάρτας

❹ Ολοκλήρωση

Step 5. Place the printed customer card on the designated area of the SVMIN device then Press "ΑΝΑΓΝΩΣΗ"

ΑΓΟΡΑ ΚΑΡΤΑΣ

✔ Εκτύπωση Κάρτας

❷ Ανάγνωση κάρτας

Τοποθετήστε την κάρτα στη συσκευή ανάγνωσης και πατήστε το κουμπί "Ανάγνωση"

ΑΝΑΓΝΩΣΗ

❸ Ενεργοποίηση κάρτας

❹ Ολοκλήρωση

Step 6. Keep the card on the SVMIN device where you placed it. Press "ΜΕΤΡΗΤΑ"

✅ Εκτύπωση Κάρτας

✅ Ανάγνωση κάρτας

③ **Ενεργοποίηση κάρτας**

Το κόστος της καρτας είναι: **0.00 €**

Για να ενεργοποιήσετε την κάρτα πατήστε το κουμπί που αντιστοιχεί στον τρόπο πληρωμής

ΜΕΤΡΗΤΑ	ΚΑΡΤΑ	ΠΙΣΤΩΣΗ

④ Ολοκλήρωση

Step 7. Ensure that the system indicates the process was successful.

amfare v2.0.39   Τετάρτη 7/08/2024 17:00

ΑΓΟΡΑ ΚΑΡΤΑΣ

✅ Εκτύπωση Κάρτας

✅ Ανάγνωση κάρτας

✅ Ενεργοποίηση κάρτας

④ **Ολοκλήρωση**

Η διαδικασία ολοκληρώθηκε. Πατήστε το κουμπί "Επιστροφι στο μενού

ΕΠΙΣΤΡΟΦΗ

2.   Amfare Ui - Login

Step 1. Open the url, to your browser

Step 2. Fill the "Όνομα χρήστη" (Username) and "Κωδικός" (Password) with your credentials end press "Σύνδεση".

2.1. Dashboard
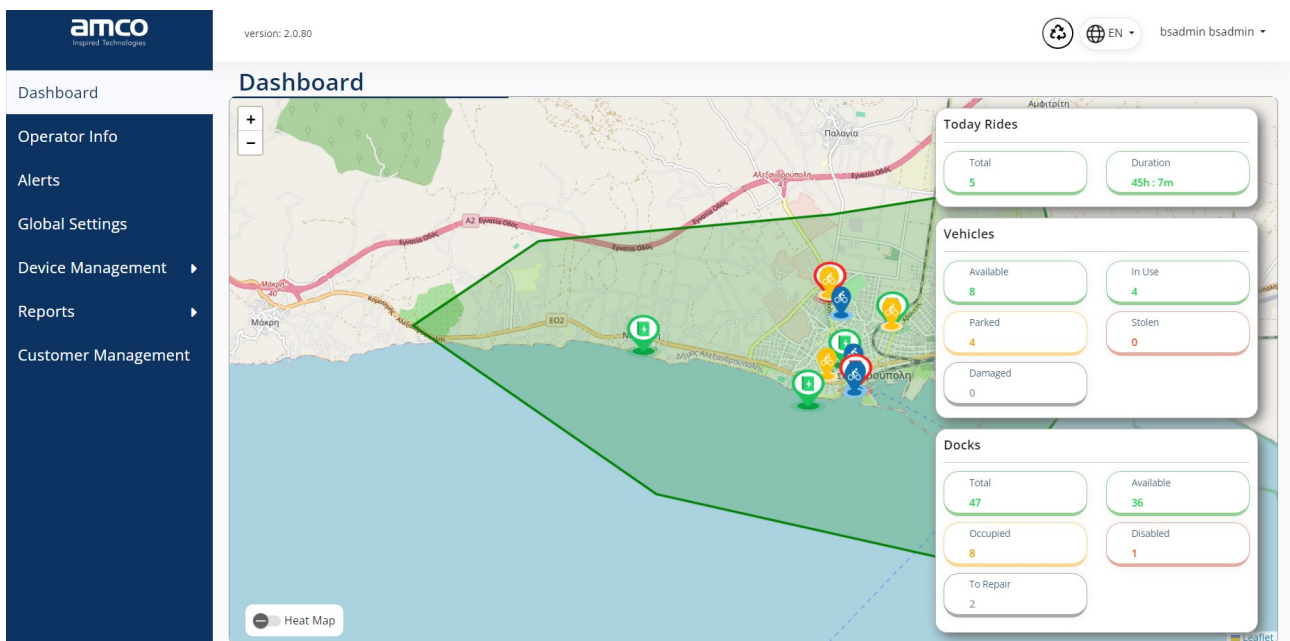
2.1.1. Today Rides

It shows the completed total rides of the day and their riding time.

2.1.2. Vehicles

It shows the total number of available bicycles and number of bicycles that are in use, parked, stolen or damaged.
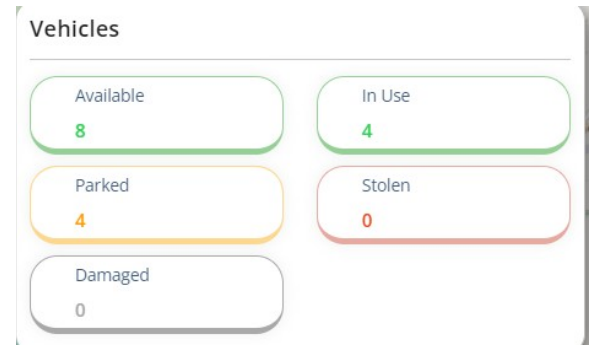
2.1.3. Docks

It shows the total number of docks and number of docks that are available/empty, occupied, disabled or to repair/damaged.

2.2. Operator Info

2.2.1. Overview

Here you can modify the contact Phone and Email that appear on the mobile app.

Operator Info

Overview	Logos

Details

Phone

8019019010 ✎

Email

support@smart-bike.gr ✎

2.2.2. Logos

Here you can add/modify the carrier's logo and the logo that appear on the plastic card.

Operator Info

Overview	Logos

Logos

Upload the Carrier logo

Click on the box to select a file

Select Image

Image file

Upload the Plastic Card logo

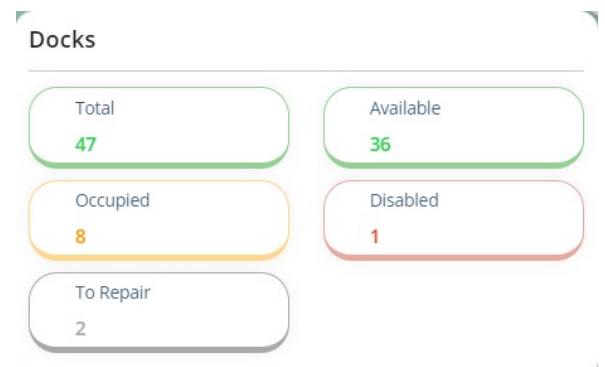Click on the box to select a file

Select Image

Image file

2.3. Global setting

2.3.1. Work Hours

Here we can modify which days and hours the service will be available.
You can make the service available 24 Hours a day. ☐ 24h

If a trip starts at a valid time, the user can park the vehicle even after the time limit we set has expired. Using the photo below as an example, a user who started his ride at 21.30 can park his vehicle at 23 without any problem.

2.3.2. Fault Types

- In the first column there is the id of each error.
- In the second column we have the title of the error.
- In the third column we have the category that the error belongs to.

Admin has the right to create his own fault types by pressing the +add button

Global Settings

Fault ID	Fault Title	Category
1	Crashes	Mobile application
2	Slow Performance	Mobile application
3	Battery Drain	Mobile application
4	Poor User Interface (UI)	Mobile application
5	Other	Mobile application
6	Brakes	Vehicle
7	Lock	Vehicle
8	Gears	Vehicle
9	Tires	Vehicle
10	Saddle	Vehicle
11	Powertrain	Vehicle

2.3.3. Vehicles

Here we can manage if we want the bike to be unavailable if its battery is less than a value set by us
To activate this feature press the button next to Minimum battery level, and enter the percentage (or slide the bar to the preferred amount) from which the bikes will be unavailable .

2.3.4. Operation

- Here we can manage the maximum duration of the ride
- We can park the bike near a station when its docks are full when active
- The maximum allowed distance for that instance
- Force the user to use OTP authentication when active

2.3.5. Bank
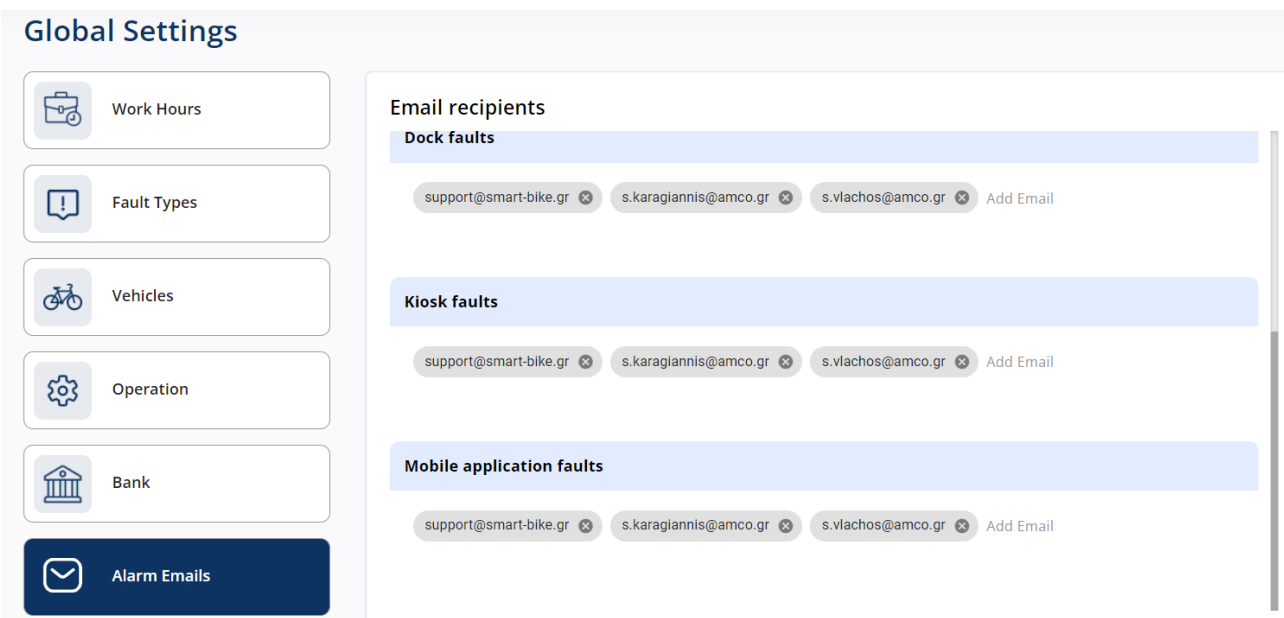
Here we can change the amount to reserve and the maximum duration this amount will be held until the bike is used.

2.3.6. Alarm Emails

Here you can add/modify to who alerts, vehicle reports and dock faults are send to.
Press the Add Email button, type the email you want the emails to be send to, and press enter to add the email you want.

- **Alerts** is responsible for cases such as a user exceeding the time period, a user going outside the Geofence's set area or when the user money do not get released.
- **Vehicles faults** is responsible for reported faults on the mobile app about the vehicles.
- **Docks faults** is responsible for reported faults on the mobile app about the docks.
- **Kiosk fault**s is responsible for reported faults on the mobile app about the stations.
- **Mobile application faults** is responsible for reported faults on the mobile app about the mobile app.

2.3.7. Geofence

Here you can manage the area a user can use each bike
- The first button will add a perimeter point.
- The second button will delete a perimeter point.
- The third button will edit the existing perimeter points.
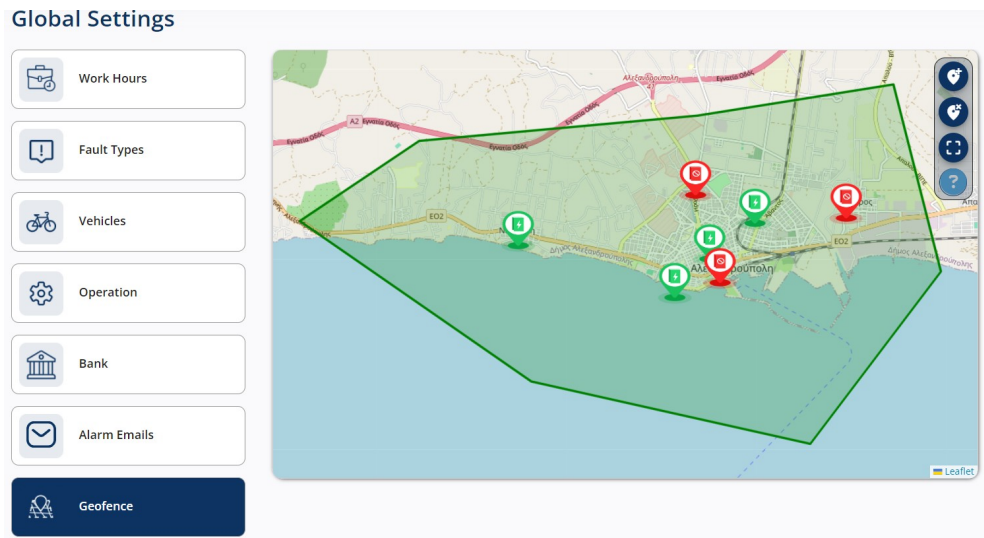
2.4. Device management

2.4.1. Stations

Here is the list with all stations in your area.

Identifier	Station Name	Station Address	Available Vehicles	Docks	Available Docks	Last sync date
C07249792	Stratopedo Zisi	Stratopedo Zisi	0	6	6	05/08/2024 14:00:24
CTVM07249903	Beach - Stadium	Beach - Stadium	3	8	5	05/08/2024 14:00:24
CTVM07249904	KEP	KEP	1	8	7	05/08/2024 14:00:24
C07249791	Nea Hili	Nea Hili	1	5	4	05/08/2024 14:00:24
C07249789	Maistros	Maistros	0	5	4	05/08/2024 14:00:24
CTVM07249905	Town hall	Town hall	0	8	8	05/08/2024 14:00:24
C07249790	Swimming court	Swimming court	3	7	2	05/08/2024 14:00:24

Total Records: 7

Search for a station by selecting its name under the Station Name bar and pressing [Search]

By default, the full list of stations appears.

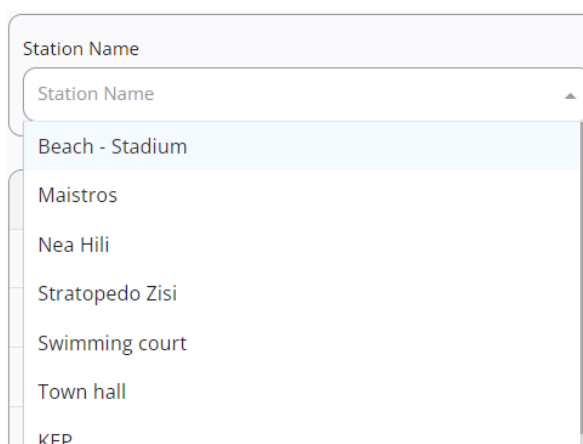| Identifier	Station Name	Station Address	Available Vehicles	Docks	Available Docks	Last sync date
C07249792	Stratopedo Zisi	Stratopedo Zisi	0	6	6	06/08/2024 09:00:11
CTVM07249903	Beach - Stadium	Beach - Stadium	1	8	7	06/08/2024 09:00:11
CTVM07249904	KEP	KEP	1	8	7	06/08/2024 09:00:11
C07249791	Nea Hili	Nea Hili	1	5	4	06/08/2024 09:00:11
C07249789	Maistros	Maistros	0	5	4	06/08/2024 09:00:11
CTVM07249905	Town hall	Town hall	4	8	4	06/08/2024 09:00:11
C07249790	Swimming court	Swimming court	3	7	2	06/08/2024 09:00:11

Total Records: 7   «   Page 1 Of 1   »

- The **Identifier** column contains the unique name of a station.
- The **Station Name** column contains the station's name.
- The **Station Address** column contains the station's address.
- The **Available Vehicles** column contains the number of available vehicles (bikes) on that station.
- The **Docks** column contains the total number of docks on that station.
- The **Available Docks** column contains number of available docks on that station.
- The **Last Sync Date** column contains the last date we synced to this station.

2.4.1.1.   Clicking on a station - Overview

After clicking on a station a new tab appears.
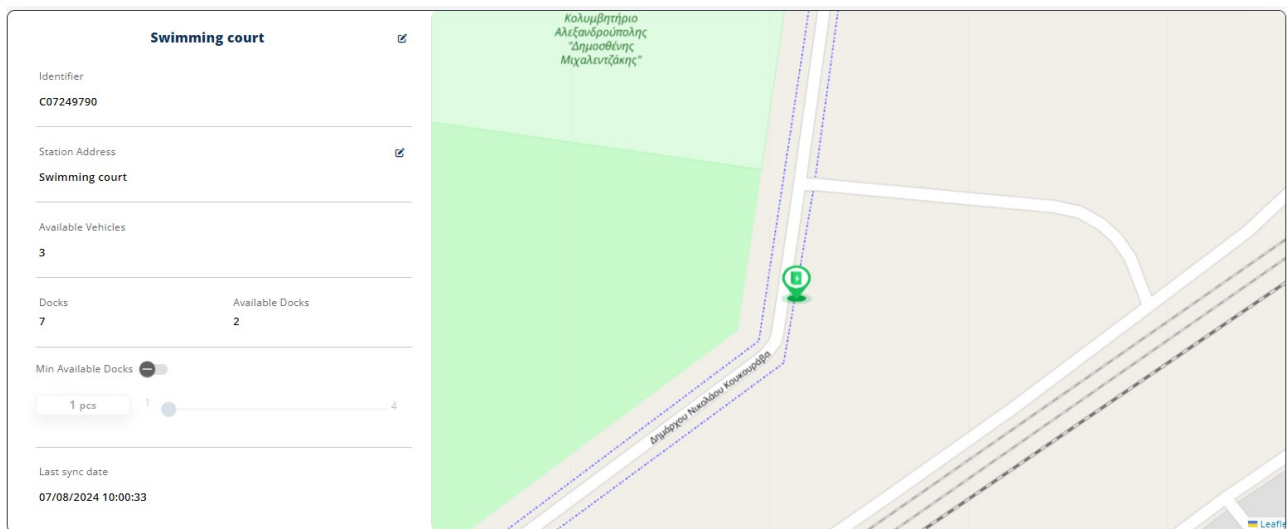
On the left

- We can see the name, the unique identifier and the address of the station. There is Also information about the available Docks and Vehicles, alongside with the total number of Docks.
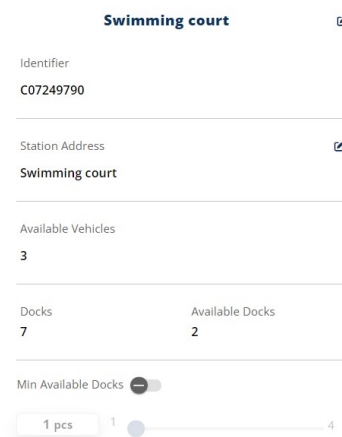
- By clicking the edit button next to the Name (the blue letters on top) and next to the Station Address, we can change those values

- The Min Available Docks at the bottom, when enabled, informs the admin when the available docks reach the minimum number. This number can be changed with the slide bar just under the Min Available Docks button.

- We can also see when was the last time we synced with the station at the bottom of the page.

On the right

- we have a map that show the location of the station.

2.4.1.2.   *Clicking on a station – Docks*

Swimming court

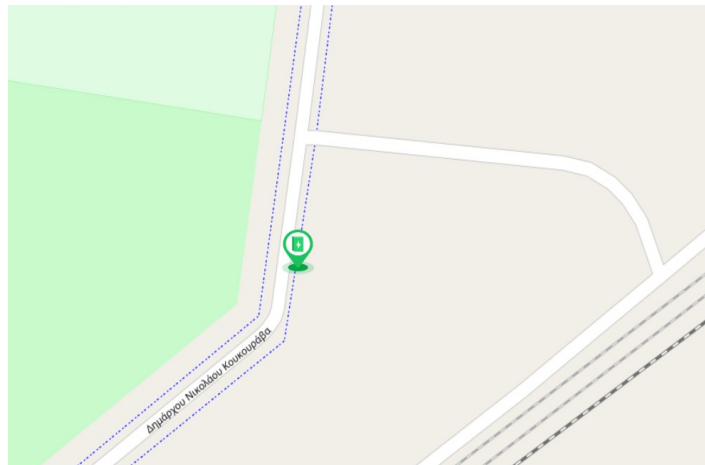| Dock ID	Station ID	Station Name	Station Address	Status	Last sync date
0	C07249790	Swimming court	Swimming court	🔴	07/08/2024 11:10:06
2	C07249790	Swimming court	Swimming court	🚲⚡	07/08/2024 11:10:06
3	C07249790	Swimming court	Swimming court	🔒	07/08/2024 11:10:06
4	C07249790	Swimming court	Swimming court	🚲⚡	07/08/2024 11:10:06
5	C07249790	Swimming court	Swimming court	🚲⚡	07/08/2024 11:10:06
6	C07249790	Swimming court	Swimming court	⊘	07/08/2024 11:10:06
7	C07249790	Swimming court	Swimming court	🔒	07/08/2024 11:10:06

Total Records: 7   «   Page 1 Of 1   »

Here get information about the docks of the station.
- **Dock ID** refers to the docks position on the station.
  Position 0 in Amfare corresponds to actual position 1. Position 1 in Amfare corresponds to actual position 2, and so on.
- **Station ID** refers to which station the docks belong to.
- **Station Name** shows the station's name.
- **Station Address** show the station's address.
- **Status** shows information about the dock's current status.
  Green means that the docks is PENDING/available/empty
  Bike Charging icon that the dock is LOCKED/has a bike in it.
  Red means that there is an ERROR on this specific dock.
  Grey means that the dock is either DISABLED or INHIBITED.
- **Last sync date** shows the last time we synced with station's dock.

2.4.1.2.1.   Clicking on a Dock

Here we get more details about a specific dock of the station.
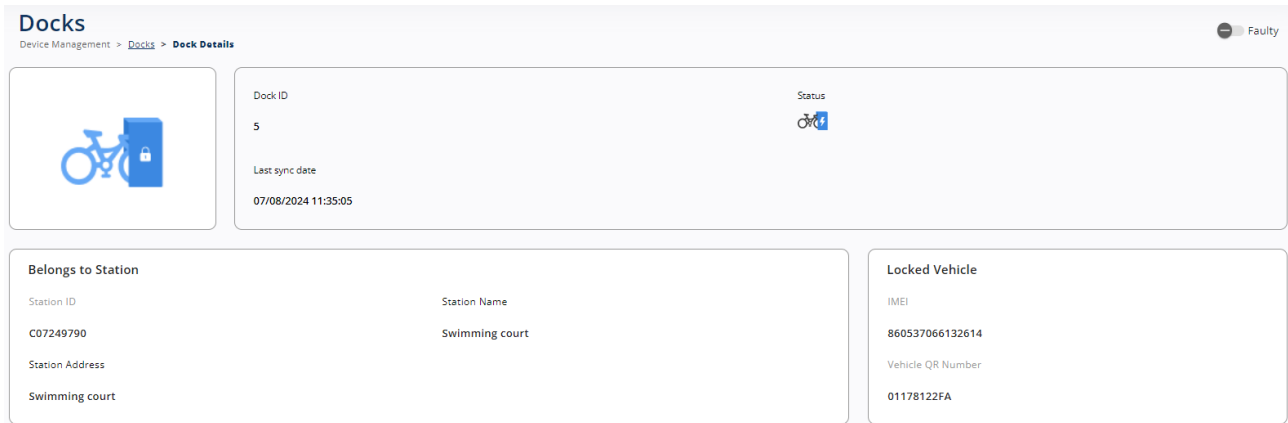
At the top
- We have the Dock's ID
- It's Last sync date
- It's Status

At the bottom left
- The Station's ID the dock belongs to
- The Station's name
- The Station's address

At the bottom right
- If there is no vehicle in the station, this tab will be disabled. Otherwise
- IMEI of the vehicle parked on that dock
- Vehicles QR Number

At the top right corner we can enable the Faulty button if

2.4.1.3.   Clicking on a Station – Vehicles

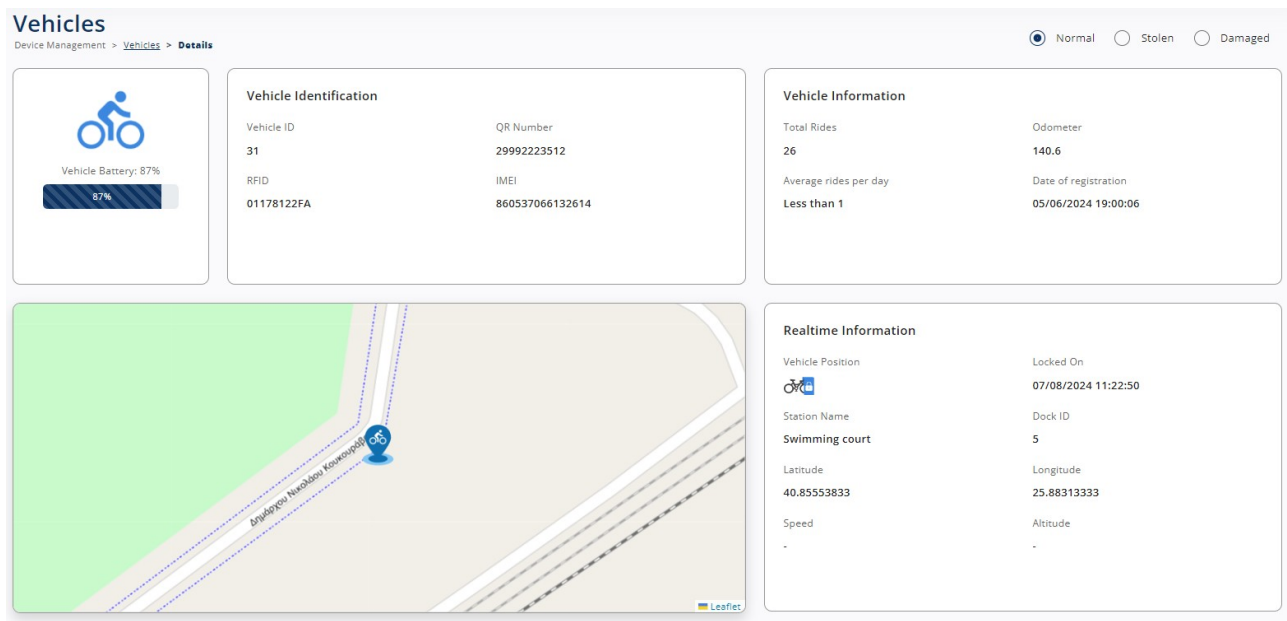Here we get more details about the vehicles of the station.

Swimming court

Vehicle ID	QR Number	RFID	IMEI	Battery Level	Status	Vehicle Position
31	29992223512	01178122FA	860537066132614	87%	Normal	
38	29992223051	0117815E98	860537066136995	100%	Normal	
44	29992223078	011780EE7C	860537067106773	89%	Normal	

Total Records: 3 « Page 1 Of 1 »

- **Vehicle Id** shows the incrementing number of the vehicle in the area we are in.

- **QR Number** shows the qr number of the vehicle.

- **RFID** shows the rfid number of the vehicle.

- **IMEI** shows the IMEI number of the vehicle.

- **Battery Level** shows the battery percentage of the vehicle.

- **Status** shows the status of the vehicle.

- **Vehicle Position** shows the vehicle status.

2.4.1.3.1.   Clicking on a Vehicle

We get more information about a specific vehicle if we click on it.

At the top left box
- Vehicle Id provides the incrementing number of the vehicle in the area we are in.
- RFID shows the rfid number of the vehicle.
- QR Number shows the qr number of the vehicle.
- IMEI shows the IMEI number of the vehicle.

At the top right box
- Total Rides gives us the amount of times the vehicle has been ridden.
- Odometer shows the total distance in km the vehicle has gone through.
- Average ride per day shows the how many times on average the vehicle will be used in a day.
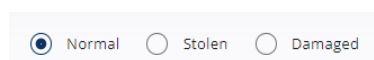- Date of registration shows the date the vehicle got register.

At the bottom left box

We have a map that shows us the position of the bike.

At the bottom right box
- Vehicle Position shows the vehicles status.
- Locked On shows us since when the bike is locked on the dock.
- Station Name shows us the station's name.
- Dock Id shows us to with *Amfare* dock the vehicle is locked on.
- Latitude and Longitude refer to the latitude and the longitude.
- Speed – if bike is in use - shows the speed of the moving vehicle.
- Altitude show the altitude of the bike only if it is in use.

At the very top right corner of the page we can change the bike's status if needed.

2.4.2. Docks

In this page we have a list of all the docks in the area.

The Status bar allows us to search for docks that are either Locked, Unlocked, Disabled or have an Error, by selecting the appropriate option and pressing

The Station Name bar allows us to search for docks that are located in a specific station, by selecting the appropriate option and pressing

By default, the full list of docks appears.

Dock ID	Station ID	Station Name	Station Address	Status	Last sync date
0	C07249792	Stratopedo Zisi	Stratopedo Zisi	🔒	06/08/2024 09:45:15
1	C07249792	Stratopedo Zisi	Stratopedo Zisi	🔒	06/08/2024 09:45:15
2	C07249792	Stratopedo Zisi	Stratopedo Zisi	🔒	06/08/2024 09:45:15
3	C07249792	Stratopedo Zisi	Stratopedo Zisi	🔒	06/08/2024 09:45:15
4	C07249792	Stratopedo Zisi	Stratopedo Zisi	🔒	06/08/2024 09:45:15
5	C07249792	Stratopedo Zisi	Stratopedo Zisi	🔒	06/08/2024 09:45:15
0	CTVM07249903	Beach - Stadium	Beach - Stadium	🔒	06/08/2024 09:45:15
1	CTVM07249903	Beach - Stadium	Beach - Stadium	🔒	06/08/2024 09:45:15

Total Records: 47   «   Page 1 Of 5   »

- The **Dock ID** column contains the location of each base on the station it belongs to. Position 0 in Amfare corresponds to actual position 1. Position 1 in Amfare corresponds to actual position 2, and so on.
- The **Station ID** column contains the station's id.
- The **Station Name** column contains the station's name.
- The **Station Address** column contains the station's address.
- The **Status** column contains the dock's status. It can either be Locked, Unlocked, Disabled or have an Error.
- The **Last Sync Date** column contains the last date we synced to this dock.

2.4.2.1. Clicking on a Dock

Here we get more details about a specific dock.

At the top
- We have the Dock's ID
- It's Last sync date
- It's Status

At the bottom left

- The Station's ID the dock belongs to
- The Station's name
- The Station's address

At the bottom right
- If there is no vehicle in the station, this tab will be disabled. Otherwise
- IMEI of the vehicle parked on that dock
- Vehicles QR Number

At the top right corner we can enable the Faulty button if

2.4.3. Vehicles

Here is a list of all the Vehicles in the area.

The Status bar allows us to search for vehicles that are either Normal, Stolen, Damaged or have been Deleted, by selecting the appropriate option and pressing
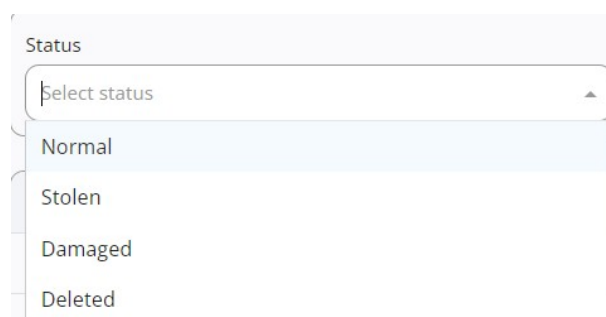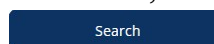
The Filter by Vehicle Position bar allows us to search for vehicles that are parked on a Dock, Parked Near a Station or are In Use, by selecting the appropriate option and pressing [Search]

Filter by Vehicle Position

Vehicle Position	▲
All	
Docked	
Parked Near Station	
In Use	
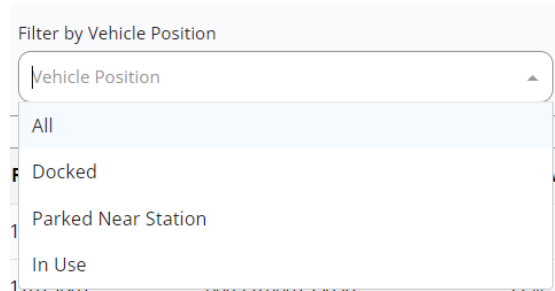
By default, the full list of vehicles appears.

Vehicle ID	QR Number	RFID	IMEI	Battery Level	Status	Vehicle Position
1	29992223586	01178129EA	860537066124595	65%	Normal	-
2	29992223500	0117815B01	860537066135898	77%	Normal	-
3	29992223060	0117816926	860537066123522	0%	Normal	-
4	29992223088	011781295E	860537066137837	89%	Normal	🚲
5	29992223072	01178129DD	860537066132945	87%	Normal	🚴
6	29992223532	0117812327	860537066131210	0%	Normal	-
7	29992223079	01178191B8	860537066120627	81%	Normal	-
8	29992223063	011780EE95	860537066132853	100%	Normal	-

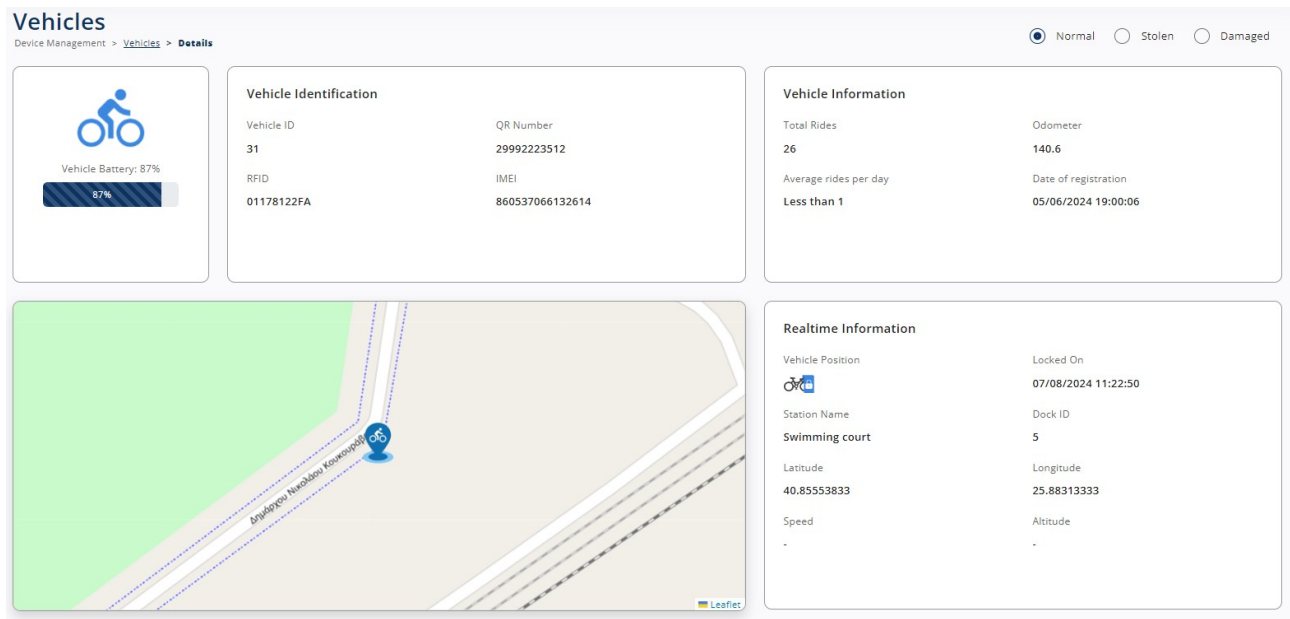Total Records: 45   « Page 1 Of 5 »

- The **Vehicle ID** column contains the incrementing number of the bicycle.
- The **QR Number** column contains the bike's unique QR code numbers.
- The **RFID** column contains the bike's unique RFID number.
- The **IMEI** column contains the bike's unique IMEI.
- The **Battery Level** column contains the bike's current battery level.
- The **Status** column contains the bike's current status. It can be either Normal, Stolen, Damaged or Deleted
- The **Vehicle Position** column shows if the bike is parked on a Dock, Parked Near a Station or In Use.

2.4.3.1. Clicking on a Vehicle

We get more information about a specific vehicle if we click on it.

At the top left box
- Vehicle Id provides the incrementing number of the vehicle in the area we are in.
- RFID shows the rfid number of the vehicle.
- QR Number shows the qr number of the vehicle.
- IMEI shows the IMEI number of the vehicle.

At the top right box
- Total Rides gives us the amount of times the vehicle has been ridden.
- Odometer shows the total distance in km the vehicle has gone through.
- Average ride per day shows the how many times on average the vehicle will be used in a day.
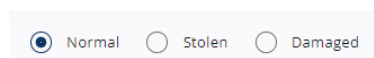- Date of registration shows the date the vehicle got register.

At the bottom left box
> We have a map that shows us the position of the bike.

At the bottom right box
- Vehicle Position shows the vehicles status.
- Locked On shows us since when the bike is locked on the dock.
- Station Name shows us the station's name.
- Dock Id shows us to with *Amfare* dock the vehicle is locked on.
- Latitude and Longitude refer to the latitude and the longitude.
- Speed – if bike is in use - shows the speed of the moving vehicle.
- Altitude show the altitude of the bike only if it is in use.

At the very top right corner of the page we can change the bike's status if needed.

2.5. Reports

2.5.1. Rides

Here we can see all the completed and ongoing rides.

If we press the Date Range bar, the days of the current month will be displayed. We can change both the year and the month. Next, we select the day from which we want to start the search, and then the second day will be when the search will end. Then we press
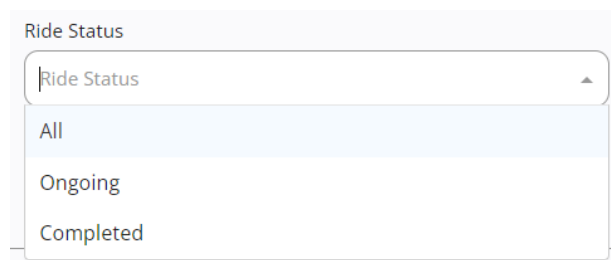
If we select the Vehicle QR Number bar, all of the qr code numbers will appear to select from. Then press the Search button to filter your results.

If we select the Ride Status bar, we can choose between ongoing and completed rides. Then press the Search button to filter your results.

If we press the Exceeded the maximum ride duration button, you'll only see rides that exceeded the time limit we've set (at 2.3.4). Then press the Search button to filter your results.

By default, the full list of rides appears..

Start Date	End Date	Ride ID	Vehicle QR Number	Ride Time Duration	End Customer e-mail	Rating
06/08/2024 07:46:44	-	679	29992223072	2h : 48m	Naitidis@yahoo.gr	-
05/08/2024 21:28:46	05/08/2024 23:10:20	678	29992223517	1h : 41m	pashalishunt@gmail.com	-
05/08/2024 21:22:15	05/08/2024 21:22:43	677	29992223517	0 m	pashalishunt@gmail.com	-
05/08/2024 21:21:51	05/08/2024 23:10:18	676	29992223059	1h : 48m	tania.terzi@yahoo.gr	★
05/08/2024 20:53:59	05/08/2024 20:59:57	675	29992223512	5 m	pashalishunt@gmail.com	-
05/08/2024 20:51:54	05/08/2024 22:00:41	674	29992223504	1h : 8m	joana.rusi201@gmail.com	-
05/08/2024 20:43:16	05/08/2024 20:48:40	673	29992223517	5 m	joana.rusi201@gmail.com	-
05/08/2024 20:41:42	05/08/2024 22:00:17	672	29992223072	1h : 18m	mariadelibaltidou@gmail.c...	-

Total Records: 679   « Page 1 Of 68 »

- The **Start Date** column contains the date and time the ride started.
- The **End Date** column contains the date and time the ride ended. If empty, the ride is ongoing.
- The **Ride ID** column contains the ride's incrementing number.
- The **Vehicle QR Numbe**r column contains the unique QR code of the bicycle used on the route.
- The **Ride Time Duration** column contains the ride's duration.
- The **End Customer email** column contains the email of the user who started the ride.
- The **Rating** column shows the rating the user gave to the ride.

2.5.2. Fault Reports

Here we receive reports to the emails we typed (at *2.3.6*) responsible about the each problem type that occurred before, during, or at the end of the journey.

If we press the Date Range bar, the days of the current month will be displayed. We can change both the year and the month. Next, we select the day from which we want to start the search, and then the second day will be when the search will end. Then we press

If we select the Category bar, a list containing the fault types will appear. Select the type of fault you would like to see, and press Search.
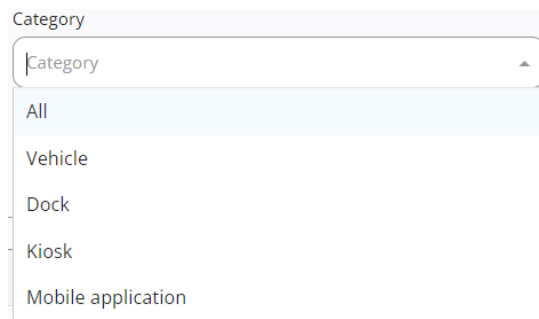
If we select the Status bar, a list containing Open and Closed status will appear. Select the type of status you would like to see, and press Search.
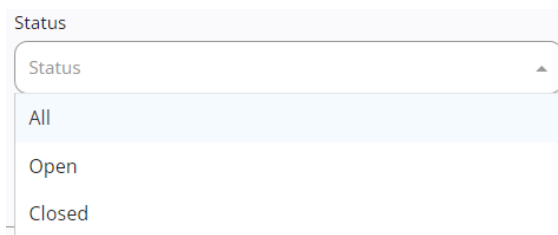
By default, the full list of faults appears.

Timestamp	Customer E-mail	Category	Status	Description	Comment
05/08/2024 20:49:57	tania.terzi@yahoo.gr	Vehicle	Open	Bicycle chain	-
05/08/2024 20:48:10	tania.terzi@yahoo.gr	Vehicle	Open	Other	-
04/08/2024 10:01:30	jopaka@yahoo.gr	Mobile application	Open	Poor User Interface (UI)	Χρησιμοποίησα ένα ποδήλατ...
03/08/2024 19:16:24	jopaka@yahoo.gr	Vehicle	Open	Other	Επίσης ξεβιδωμένο αριστερ...
03/08/2024 19:07:52	jopaka@yahoo.gr	Vehicle	Open	Other	Χαλασμένο το αριστερό πεν...
02/08/2024 11:53:06	dimgamaoua@gmail.com	Vehicle	Open	Other	δεν ξεκλειδώνει από την β...
01/08/2024 19:05:28	kwtsos117@gmail.com	Vehicle	Open	Lock	den ξεκλειδώνει το ποδήλ...

Total Records: 7   « Page 1 Of 1 »

- The **Timestamp** column contains the date and time the user reported the problem.
- The **Customer E-mail** column contains the e-mail of the user that made the report.
- The **Category** column refers to where the problem occurred.
- The **Status** column refers to whether the case is open or closed.
- The **Description** column contains extra information about where the problem occurs.
- The **Comment** column contains an analytical description of the problem.
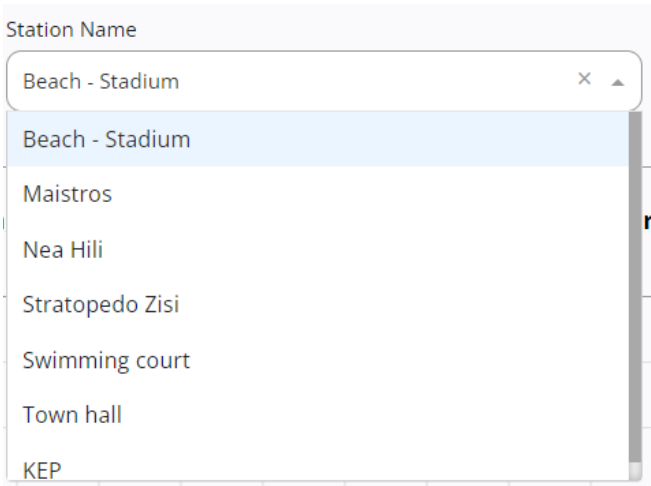
2.5.3. Statistics

Here we can look at the average number of vehicles and docks available per hour for one station a time.
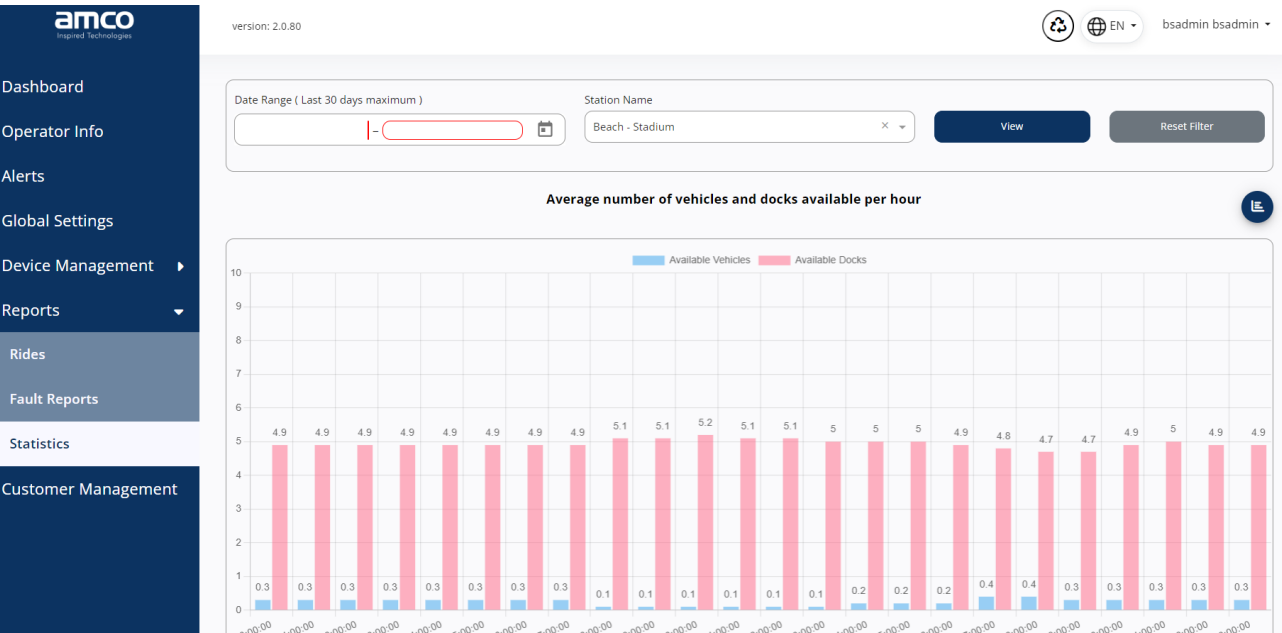
If we press the Date Range bar, the days of the current month will be displayed. We can look for the statistics of the last 30 days. Next, we select the day from which we want to start the search, and then the second day will be when the search will end. Then we press
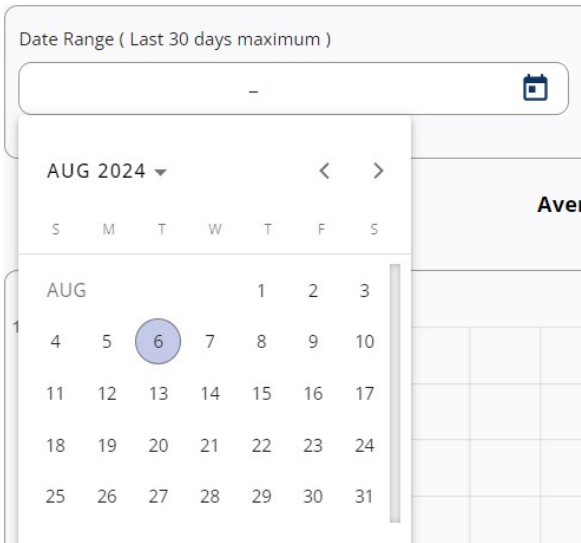
If we select the Station Name bar, a list with all the stations of the area we are looking for will appear. After finding the station we are looking for, we press Search and the results will appear on the screen.

2.6. Costumer Management

2.6.1. Costumer Management Tab

Here is the list of all the user for the area we are in.

We can search for a specific user by clicking the Email bar and typing his email. Then we click search and the results will appear on the screen.

We can search for accounts by filtering their status. We can search for Active, Suspended or Deleted accounts by clicking the Account Status bar and choosing our choices before hitting Search.

We can filter accounts based on their Money Reservation Status.
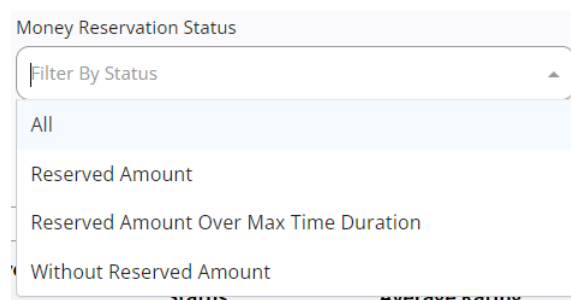The Money Reservation Status can be:
- Reserved amount
- Reserved Amount Over Max Time Duration
- Without Reserved Amount

Reserved amount means that the user is either on a ride or his money have not returned even after the end of his ride.

Reserved Amount Over Max Time Duration means that the user is either on a ride or their money has not been refunded even after the end of their trip. Also, the user has exceeded the time limit we set (*2.3.4*)

Without Reserved Amount means that the user has ended his/hers ride and got their money back or he isn't currently on a ride.

We select the preferable choice and press Search.

By default, the full list of users appears.

- The **Creation Date** column contains the date and hour of the accounts creation.
- The **Email column** contains the email the user created the account with.
- The **Number Of Rides** column contains the amount of rides each user has done.
- The **Card Serial Number** column contains the serial number of the card.

- The **There is a Reserved Amount** column shows an a blue bag if there is a reserved amount
- The **Status** column informs us if the users account is Active, Suspended or Deleted.
- The **average rating informs** us with the average rating that the user gives.

2.6.2. Customer Details

When we click an account, a new tab appears.

Here we can check the users Bank Card Transactions, his Rides and his smart-card history.
We can also Suspend the account by clicking the

The suspended user cannot login.